

Program F: Regional Service Center

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in tables labeled as General Performance Information.

Proposed performance standards do not reflect the most recent budget adjustments implemented by the Division of Administration during development of the FY 2003-2004 Executive Budget. Rather, proposed performance standards indicate "To be established" status. The agency contends that it had insufficient time to assess the full performance impacts of the Executive Budget recommendations. The department has noted on every objective in every program the following statement: "The Department is arbitrarily extending for every appropriation within the Department all of the Continuation Level Performance Standards to the Executive Level until the ramifications of the reductions in the Executive Level Budget can be finalized and subsequently analyzed." The Office of Planning and Budget (OPB) believes that the Continuation level does not adequately reflect performance at the Recommended level and to include those values would be meaningless, except for those values within the Minimum Foundation Program (MFP). Instead, OPB will encourage the department to seek amendments to the Appropriations Bill to identify proposed performance standards reflective of the funding level recommended in the Executive Budget.

DEPARTMENT ID: 19D - Department of Education
 AGENCY ID: 19D-678 State Activities
 PROGRAM ID: Program F: Regional Service Center

2. (KEY) To experience a ___ % rating of satisfaction by the participants in the evaluations of professional development/technical assistance activities provided by the Regional Service Centers.

Strategic Link 678F1.1: The Office of Regional Service Centers through the Regional Service Centers activity will experience a customer satisfaction rating of 90% by the program participants in their evaluations of Regional Education Service Center training and support activities.

Louisiana: Vision 2020 Link: Agency states that there is no link to Vision 2020.

Children's Cabinet Link: The DOE budget and the Children's Cabinet budget are essentially identical. Where there are funds, programs and activities in the plan, there are corresponding funds, programs and activities in the Children's Cabinet budget.

Other Link(s): Not applicable

Explanatory Note: Executive order 97-39 requires all state agencies that serve the public directly to identify all of the services provided by the state agency; identify all the customers who are and should be served, determine the service expectations of those customers, determine the present level of satisfaction those customers have with the services of the state agency; compare the agency's present customer service performance to the level of customer service presently being delivered to customers by other governmental and nongovernmental entities; disseminate customer service information to the public and make available a user-friendly customer service improvement system; and develop an internal structure that effectively addresses customer complaints and prevents future customer complaints and dissatisfaction. This objective is in the spirit of Executive Order 97-39.

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
8513	K	Percentage of RESC external performance assessments indicating a satisfactory or above rating	90%	99.6% ¹	90%	88%	90%	To be established

¹ As reported for the fourth quarter of FY 2001-2002, the participants for the year related the training activities higher than expected.

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1. (KEY) To experience __ % participation by school district with Corrective Action I (CAI) and Corrective Action II (CAII) schools in uniform professional development/technical assistance activities provided by the Regional Education Service Centers (RESCs).

Strategic Link 678F1.1: The Office of the Regional Service centers through the Regional Service Centers activity will experience a customer satisfaction rating of 90% by the program participants in their evaluations of Regional Education Service Center training and support activities.

Louisiana: Vision 2020 Link: Agency states that there is no link to Vision 2020.

Children's Cabinet Link: The DOE budget and the Children's Cabinet budget are essentially identical. Where there are funds, programs and activities in the plan, there are corresponding funds, programs and activities in the Children's Cabinet budget.

Other Link(s): Not applicable

Explanatory Note: After a joint meeting of staff from the Department of Education, the House Appropriation Committee, State Budgets and the Legislative Fiscal Office regarding the RESC Performance Indicators, the decision was made to revise the indicators for the RESCs to more accurately reflect the activities provided by the RESCs that support the State Accountability efforts. The indicators listed below are NEW indicators established for FY 02-03. Although 100% appears to be a very high performance standard, it is imperative that all districts with CAI and CAII schools participate in the regional activities in order to assist schools in achieving their growth targets. Identifying and evaluating the reasons for those districts not participating will be an important component of redirecting RESC activities in the future.

LaPAS PI CODE	L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
			YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
13845	K	Percentage of school districts with CAI/CAII schools participating in RESC Accountability professional devel. /tech. Assistance activities	NA	NA	100%	100%	100%	To be established
13846	K	Number of school districts with CAI/CAII schools	NA	NA	49	47	47	To be established
13848	S	Number of school districts with CAI/CAII schools participating in RESC uniform Accountability training/technical assistance	NA	NA	49	43	43	To be established
13850	S	Number of school districts with CAI/CAII schools participating in uniform School Improvement Planning or School Improvement Plan Analysis activities	NA	NA	49	45	45	To be established
13852	S	Number of RESC Professional devel./tech. assistance activities provided to all districts	4,138	4,077	3,907	3,653	3,726	To be established